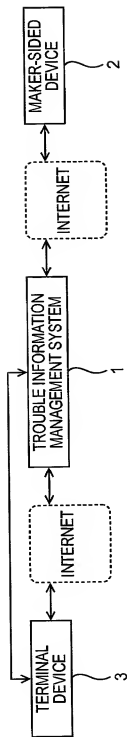
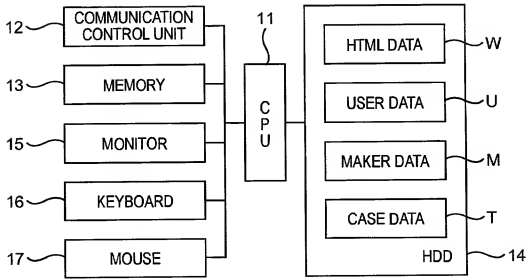


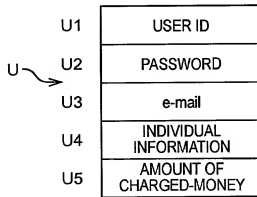
FIG.1



# FIG.2



# FIG.3



# FIG.4

|    |                        |
|----|------------------------|
| M1 | MAKER ID               |
| M2 | e-mail                 |
| M3 | PROVIDED-<br>COMPONENT |
|    |                        |

# FIG.5

|     |                              |
|-----|------------------------------|
| T1  | CASE NUMBER                  |
| T2  | USER ID                      |
| T3  | WARE-CATEGORY                |
| T4  | TROUBLE<br>COMPONENT         |
| T5  | NAME OF TROUBLE<br>CASE      |
| T6  | TROUBLE CONTENT              |
| T7  | USING OS                     |
| T8  | USING PC                     |
| T9  | CAUSE                        |
| T10 | TROUBLESHOOTING<br>PROCEDURE |
| T11 | HIT COUNT                    |
| T12 | TROUBLESHOOTING<br>COUNT     |
| T13 | RELATED<br>COMPONENT         |
|     |                              |

FIG.6

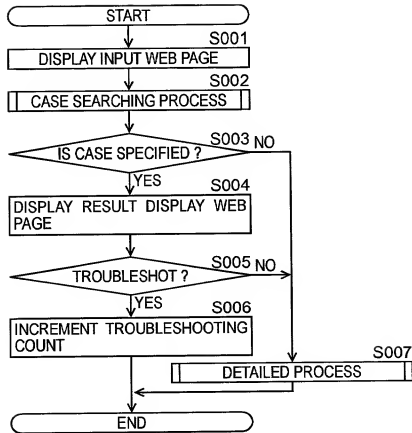


FIG.7

|   |   |   |  |
|---|---|---|--|
| WARE-CATEGORY                           |   | <input type="checkbox"/> HADWARE              | <input checked="" type="checkbox"/> SOFTWARE |
| TRouble COMPONENT                       | : | <input type="text" value="WORD PROCESSOR-C"/> |  |
| NAME OF TROUBLE CASE                    | : | <input type="text" value="..."/>              |  |
| TRouble CONTENT                         | : | <input type="text" value="....."/>            |  |
|   |   |   |  |
| USING OS                                | : | <input type="text" value="OS-B"/>             |  |
| USING PC                                | : | <input type="text" value="PC-A"/>             |  |
| USING COMPONENT 1                       | : | <input type="text" value="WORD PROCESSOR-C"/> |  |
| USING COMPONENT 2                       | : | <input type="text" value="SPREADSHEET-D"/>    |  |
| USING COMPONENT 3                       | : | <input type="text"/>                          |  |
| USING COMPONENT 4                       | : | <input type="text"/>                          |  |
| .                                       |   |   |  |
| .                                       |   |   |  |
| <input type="button" value="TRANSMIT"/> |   | <input type="button" value="CANCEL"/>         |  |

10058421.013002

FIG.8

WARE-CATEGORY    ☐ HADWARE    ☒ SOFTWARE

TROUBLE COMPONENT    :   

NAME OF TROUBLE CASE    :   

TROUBLE CONTENT    :   

USING OS    :   

USING PC    :   

USING COMPONENT 1    :   

USING COMPONENT 2    :   

USING COMPONENT 3    :   

USING COMPONENT 4    :   

  .

  .

CAUSE    :    .....

TROUBLESHOOTING PROCEDURE    :    .....

10058421.013002

FIG.9

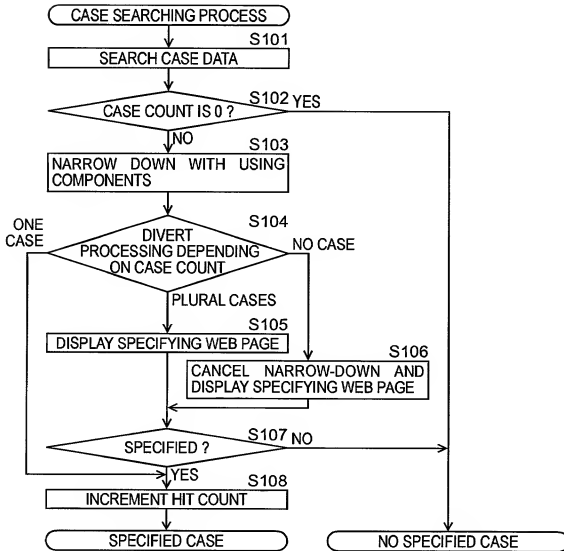


FIG.10

| CASE NUMBER | RELATED COMPONENT | TROUBLE COMPONENT | USING OS | USING PC | NAME OF TROUBLE CASE | TROUBLE CONTENT |
|-------------|-------------------|-------------------|----------|----------|----------------------|-----------------|
| 1000        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | UTILITY-E         | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | MAIL SOFTWARE-F   | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1001        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | △△△                  | △△△             |
| 1001        | TOOL-H            | WORD PROCESSOR-C  | OS-B     | PC-A     | △△△                  | △△△             |
| 1002        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | CAD-G             | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1003        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ...                  | ...             |



FIG.11

| CASE NUMBER | RELATED COMPONENT | TROUBLE COMPONENT | USING OS | USING PC | NAME OF TROUBLE CASE | TROUBLE CONTENT |
|-------------|-------------------|-------------------|----------|----------|----------------------|-----------------|
| 1000        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | UTILITY-E         | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | MAIL SOFTWARE-F   | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1001        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | △△△                  | △△△             |
| 1001        | TOOL-H            | WORD PROCESSOR-C  | OS-B     | PC-A     | △△△                  | △△△             |
| 1002        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | CAD-G             | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |

FIG.12

| CASE NUMBER | RELATED COMPONENT | TROUBLE COMPONENT | USING OS | USING PC | NAME OF TROUBLE CASE | TROUBLE CONTENT |
|-------------|-------------------|-------------------|----------|----------|----------------------|-----------------|
| 1000        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | UTILITY-E         | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1000        | MAIL SOFTWARE-F   | WORD PROCESSOR-C  | OS-B     | PC-A     | ○○○                  | ○○○             |
| 1002        | WORD PROCESSOR-C  | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | SPREADSHEET-D     | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |
| 1002        | CAD-G             | WORD PROCESSOR-C  | OS-B     | PC-A     | ×××                  | ×××             |

FIG.13

|                      |   |                  |
|----------------------|---|------------------|
| TROUBLE COMPONENT    | : | WORD PROCESSOR-C |
| NAME OF TROUBLE CASE | : | ...              |

|          |                   |   |                  |
|----------|-------------------|---|------------------|
| <u>1</u> | USING COMPONENT 1 | : | WORD PROCESSOR-C |
|          | USING COMPONENT 2 | : | SPREADSHEET-D    |
|          | USING COMPONENT 3 | : | UTILITY-E        |
|          | USING COMPONENT 4 | : | MAIL SOFTRWRE-F  |
| <u>2</u> | USING COMPONENT 1 | : | WORD PROCESSOR-C |
|          | USING COMPONENT 2 | : | SPREADSHEET-D    |
|          | USING COMPONENT 3 | : | CAD-G            |

CANCEL

# FIG.14

